

User Research: User Interview

Interview 1: Name: Joseph Jegede

Interview Questions:

1. Can you tell me about your experiences with skill exchange platforms or similar services?

Ans: My experiences with skill exchange platforms have been quite positive overall. I've used several platforms in the past to learn new skills and share my expertise with others. These platforms have provided valuable opportunities to connect with people from diverse backgrounds and learn from their experiences.

2. What challenges have you faced when trying to find skill exchange opportunities?

Ans: One of the main challenges I've faced when trying to find skill exchange opportunities is the difficulty in finding the right match. Sometimes it can be challenging to find someone who is willing to exchange the specific skill I'm looking for, or who is available at a time that suits my schedule.

3. How important is affordability when considering skill exchange platforms?

Ans: Affordability is definately important to me. I like freebies so i do not mind if it is entirely free but i also do not mind paying a token to learn a new skill

4. What features or functionalities would you expect from an ideal skill exchange platform?

Ans: A messaging system that facilitates communication between users. These features would make it easier to connect with others and coordinate skill exchanges

5. How would you prefer to connect with others for skill exchange? (e.g., online messaging, in-person meetings, video

calls)

Ans: I prefer to connect with others for skill exchange primarily through online messaging.

6. How do you envision the ideal platform for discovering and connecting with others who are willing to exchange skills?

Ans: The ideal platform for discovering and connecting with others for skill exchange would prioritize ease of use and accessibility. It should offer a wide range of skills and make it easy for users to find matches based on their interests and availability.

7. What types of skills are you interested in learning or teaching through a platform like SkillSwap?

Ans: I am a games developer, so i will like to meet fellow developers like myself to bounce ideas off each other. I am also interested in learning a variety of skills through a platform like SkillSwap, including languages, coding, and cooking. I believe that the diversity of skills offered on the platform would appeal to a wide range of users and foster a vibrant learning community.

8. How important is it for you to have a supportive community of learners and instructors within the platform?

Ans: Having a supportive community of learners and instructors within the platform is incredibly important to me.

9. What concerns or hesitations do you have about participating in skill exchange through an online platform?

Ans: Participating in skill exchange through an online platform does raise some concerns for me, particularly around privacy and reliability. It's important that the platform prioritizes data security and ensures a reliable and trustworthy user experience.

10. Is there anything else you would like to share or any suggestions you have for improving skill exchange platforms?

Ans: One suggestion for improving skill exchange platforms is to enhance the accuracy of the search algorithm to provide more relevant results. Additionally, fostering mentorship opportunities within the community could further enrich the learning experience for users.

Interview 2 : Chisom

1. Can you tell me about your experiences with skill exchange platforms or similar services?

Ans: My experience with skill exchange platforms has been mixed. While I've found some valuable opportunities to learn and share skills, I've also encountered challenges in finding matches that align with my interests and availability.

2. What challenges have you faced when trying to find skill exchange opportunities?

Ans: Sometimes it can be difficult to find someone who is willing to exchange the skills I want to learn or teach at a time that works for both parties.

3. How important is affordability when considering skill exchange platforms?

Ans: Affordability is somewhat important to me when considering skill exchange platforms. While I'm willing to invest in my personal development, I also need to ensure that the platform offers pricing options that fit within my budget.

4. What features or functionalities would you expect from an ideal skill exchange platform?

Ans: User-friendly interface, search filters, rating/review system

5. How would you prefer to connect with others for skill exchange? (e.g., online messaging, in-person meetings, video calls)

Ans: Through online messaging and perhaps video calls. These methods offer flexibility and convenience, allowing me to communicate with others from

anywhere.

6. How do you envision the ideal platform for discovering and connecting with others who are willing to exchange skills?

Ans: The platform should be simple enough to understand how it works i.e user friendly. I should be able to search for skills that i will like to learn.

7. What types of skills are you interested in learning or teaching through a platform like SkillSwap?

Ans: I am interested in learning graphic design, how to prepare dishes from other countries etc..

8. How important is it for you to have a supportive community of learners and instructors within the platform?

Ans: very important

9. What concerns or hesitations do you have about participating in skill exchange through an online platform?

Ans: Sometimes i am worried if i will find the right person whose skill sets matches what i am looking for and if they are actually reliable.

10. Is there anything else you would like to share or any suggestions you have for improving skill exchange platforms?

Ans: Even when i am not interested in the skill set someone is offering but they want to learn from me, i should still be able to teach them and vice-versa. It will be awesome if something like this can be implement on the skillswap platform

Interview 3: Bukola

1. Can you tell me about your experiences with skill exchange platforms or similar services?

Ans: My experiences with skill exchange platforms have been limited. I also use other learning platform like udemy but they quite expensive

2. What challenges have you faced when trying to find skill exchange opportunities?

The skills i want to learn are not available within my location. Sometimes it can be challenging to find local users who share my interests and are available to exchange skills.

3. How important is affordability when considering skill exchange platforms?

Ans: it is important it is within my budget and affordable

4. What features or functionalities would you expect from an ideal skill exchange platform?

Ans: A search button, a location feature, a chat feature. I want to be able to read about the person i am going to be learning from, and also ability to leave reviews after meeting

5. How would you prefer to connect with others for skill exchange? (e.g., online messaging, in-person meetings, video calls)

Ans: online messaging, I am also a visual learner so i do not mind meeting in person

6. How do you envision the ideal platform for discovering and connecting with others who are willing to exchange skills?

Ans: All that i listed earlier in question 4

7. What types of skills are you interested in learning or teaching through a platform like SkillSwap?

Ans: Drawing and painting, i also will like to learn a music instrument maybe the keyboard or violin

8. How important is it for you to have a supportive community of learners and instructors within the platform?

Ans: Very important

9. What concerns or hesitations do you have about participating in skill exchange through an online platform?

I would want assurance that my personal information is protected and that the platform has measures in place to prevent unauthorized access.

10. Is there anything else you would like to share or any suggestions you have for improving skill exchange platforms?

Ans: Flexibility in schedule